

State of Delaware
PROCESS SERVING
Request for Proposal
Contract No. GSS10271-Proc Serv

December 1, 2009

- Deadline to Respond -
December 29, 2009
1:00 p.m., EST

December 1, 2009

CONTRACT NO. GSS10271-Proc Serv

ALL OFFERORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Process Serving. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. GSS10271-Proc Serv

- 1 DEFINITIONS and GENERAL PROVISIONS
- 2 SPECIAL PROVISIONS, REQUEST FOR PROPOSAL, AND SCOPE OF WORK
- 3 PROPOSAL REPLY SECTION
 - A - NO PROPOSAL REPLY FORM
 - B - NON-COLLUSION STATEMENT AND ACCEPTANCE
 - C - PROPOSAL SUMMARY
 - D - OFFICE OF MINORITY AND WOMEN BUSINESS ENTERPRISE (OMWBE) APPLICATION

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number by December 29, 2009 to be considered.

Proposals shall be submitted to:

**State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please call Sandra H. McKinley at 302.838.8067.

A mandatory pre-bid meeting has been scheduled for 1:00 p.m. EST on Wednesday, December 16, 2009. The meeting will be held at **Government Support Services, 100 Enterprise Place, Suite 4, Blue Hen Conference Room, Dover, DE 19904. This is a mandatory meeting.** If an offeror does not attend this meeting, they shall not be considered for further evaluation.

S:\271\GSS10271-Proc Serv

REQUEST FOR PROPOSAL
CONTRACT NO.: GSS10271-Proc Serv
PROCESS SERVING
SPECIAL PROVISIONS

1. **COMPETITIVE SEALED PROPOSAL:**

It has been determined by the Director, Office of Management and Budget, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Conduct Oral or written discussions with offerors concerning technical and price aspects of their proposals;
- Afford offerors an opportunity to revise their proposals;
- Compare the different price, quality and contractual factors of the proposals submitted.

2. **CONTRACT REQUIREMENTS:**

This contract will be issued to cover the Process Serving requirements for all State Agencies and shall be accessible to any School District, Political Subdivision, or Volunteer Fire Company.

3. **MANDATORY USE CONTRACT:**

REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, Department of Elections, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

4. **CONTRACT PERIOD:**

Each contractor's contract shall be valid for a period of period of one (1) from February 1, 2010 through January 31, 2011. Each contract may be renewed for four (4) one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

5. **PRICES:**

Prices and/or rates shall remain firm for the term of the contract, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.
- c. Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

6. **MOST-FAVORED CUSTOMER:**

The contractor shall not offer to others prices lower than those provided in the contract, or if lower prices are offered they must also apply to the subject contract.

7. **PRICE ADJUSTMENT:**

If agreement is reached to extend this contract for the optional year(s), the Government Support Services shall have the option of offering a determined price adjustment and shall not exceed the current Philadelphia All Urban Consumers Price Index (CPI-U), U.S. City Average. If the CPI-U is used, any increase/decrease shall reflect the change during the previous published twelve (12) month period at the time of renegotiation.

8. **SHIPPING TERMS:**

F.O.B. destination; freight prepaid.

9. **QUANTITIES:**

The attention of bidders is called to the fact that, unless stated otherwise, the quantities given in the proposal are best estimates and are given as a basis for the comparison of bids. Quantities ordered may be increased or decreased by any eligible agency as deemed necessary during the period of the contract.

10. **FUNDING OUT:**

The continuation of this contract is contingent upon funding appropriated by the legislature.

11. **BID BOND REQUIREMENT:**

Bid Bond Waived.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

12. **PERFORMANCE BOND REQUIREMENT:**

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware. If Government Support Services bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Government Support Services Bond Form.

13. **MANDATORY INSURANCE REQUIREMENTS:**

Certificate of Insurance and/or copies of insurance policies for the following:

1. As a part of the contract requirements, the contractor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All contractors shall carry Comprehensive General Liability and at least one of the other coverages depending on the type of service or product being delivered.
 - a. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
 - and
 - b. Medical/Professional Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
 - or
 - c. Miscellaneous Errors and Omissions - \$1,000,000.00 per person/\$3,000,000 per occurrence.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

13. **MANDATORY INSURANCE REQUIREMENTS (Continued):**

or

d. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

2. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.
3. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.
4. Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certificate holder is as follows:

**Administrator, Government Support Services
Contract No. GSS10271-Proc Serv
State of Delaware
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Note: The State of Delaware shall not be named as an additional insured.

14. **STATE OF DELAWARE BUSINESS LICENSE:**

Prior to receiving an award, the successful contractor shall either furnish Government Support Services with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899-8750 or by telephone to one of the following numbers: (302) 577-8200 -- Public Service, (302) 577-8205 -- Licensing Department.

Information regarding the award of this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

15. **HOLD HARMLESS:**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

16. **OWNERSHIP OF INTELLECTUAL PROPERTY:**

All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of the State of Delaware. On request, the contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the State to evidence the State's sole ownership of specifically identified intellectual property created or developed in the performance of the contract.

17. **NON-PERFORMANCE:**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

18. **FORCE MAJEURE:**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

19. **CONTRACTOR NON-ENTITLEMENT:**

State of Delaware Contractors for Materiel and for Services shall not have legal entitlement to, nor seek business from another Contractors' Central Contract. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract as they are not a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code.

20. **EXCEPTIONS:**

Offerors may elect to take minor exception to the terms and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of offerors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

21. **MANDATORY USAGE REPORT:**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested bidders.

A report shall be furnished by the successful contractor **MONTHLY Electronically in Excel format** detailing the purchasing of all items on this contract. The format to be followed is described herein and shall be filed within fifteen (15) days after the end of each reporting period. Any exception to this mandatory requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, contractors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals. Vendors not having activity during a specific month, shall reply with a "no activity" if there is no activity during the reporting period.

The report shall be submitted electronically in EXCEL and sent as an attachment to sandy.mckinley@state.de.us . It shall contain the six-digit department and organization code.

22. **BUSINESS REFERENCES:**

Offeror must supply three (3) business references consisting of current or previous customers of similar scope and value with your reply. Include name, address, telephone number, fax number, e-mail address, and a verified current contact person.

23. **ORDERING PROCEDURE:**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

24. **BILLING:**

The contractor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number.

25. **PAYMENT:**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

State of Delaware Monthly Usage Report

Note: A copy of the Usage Report will be sent by electronic mail to the Awarded Vendor.

Revised 07012009: jms

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

26. **PRODUCT SUBSTITUTION:**

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by Government Support Services to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

27. **DOCUMENT(S) EXECUTION:**

Both the non-collusion statement that is enclosed with this Request for Proposal and the contract form delivered to the successful contractor for signature shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services. The awarded vendor(s) will be required to complete the new W-9 Form by visiting the Division of Accounting's Website: <http://accounting.delaware.gov>.

28. **FORMAL CONTRACT AND/OR PURCHASE ORDER:**

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

29. **SCHEDULE FOR PERFORMANCE OF WORK:**

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Contractor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

30. **TIME OF PERFORMANCE:**

The services of the Contractor are to commence after receipt of a purchase order, and shall be undertaken and completed in such sequence as to assure their expeditious completion in the light of the purposes of the contract, but in any event all of the services required hereunder shall be completed no later than the time periods set out in any schedule contained in the project Scope of Work. Any such schedule shall be maintained by the Contractor unless amended, in writing, by both parties.

31. **CONTRACTOR RESPONSIBILITY:**

The State will enter into a contract with the successful contractor. The successful contractor shall be responsible for all products and services as required by this RFP. Subcontractors, if any, shall be clearly identified in the financial proposal.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

32. **ENERGY STAR PRODUCTS:**

The contractor **must** provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency. The offeror is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

33. **LIFE CYCLE COST ANALYSIS:**

If applicable, the specifications contained within this RFP have been developed through Life Cycle Cost Analysis that will allow the State to realize the lowest total cost of ownership and operation over the useful life of the equipment.

34. **PERSONNEL:**

- a. The Contractor represents that they have, or will secure at their own expense, all personnel required to perform the services required under this contract.
- b. All of the services required hereunder shall be performed by the Contractor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the work or services covered by this contract shall be subcontracted without the prior written approval of the State.

35. **METHOD OF PAYMENT:**

- a. For each P.O. issued as part of this contract, the State will pay contractor monthly, within thirty (30) days of receipt of the Contractor's billing, the amount which is legitimately earned by the Contractor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Contractor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

- b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.

36. **TERMINATION OF P.O.'s:**

- a. Termination for Cause If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner its obligations, or if the Contractor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the contractor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

36. **TERMINATION OF P.O.'s:** (continued)

- b. Termination for Convenience The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Contractor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

37. **ELIGIBLE WORK ACTIVITIES:**

The following are activities that shall be reimbursable under this contract to the extent that they meet the requirements of this contract:

- a. Travel for purposes of depositions, settlement negotiations, and trial attendance, and, upon request, additional data collection, consultation with private, state, and federal personnel, collection, consultation with private, state, and federal personnel, inspection of facilities, and other purposes consistent with this contract. Eligible costs include reasonable charges for transportation by common carrier, mileage, tolls, lodging, meals, and other costs provided for by state law subject to the following conditions:
 - i. No travel outside the Continental United States shall be permitted without prior written approval of the department; and
 - ii. Receipts shall be provided for all travel-related costs for travel outside of Delaware as required by the State Division of Accounting.
- b. Procurement of reports or other printed materials and reproduction of materials; and
- c. Staff time involved in research, review, and in preparation of reports and comment letters, including the employment of temporary and/or part-time assistance, other than subcontracts for said purpose.

38. **CHANGES:**

Both parties may, from time to time, require changes in the services to be provided by the Contractor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the Agency and the Contractor shall be incorporated in written amendments to the Purchase Order.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

39. **INTEREST OF CONTRACTOR:**

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Contractor further covenants that in the performance of this contract, no person having any such interest shall be employed.

40. **PUBLICATION, REPRODUCTION AND USE OF MATERIAL:**

No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Contractor for anything other than their intended purpose under this Contract. The Contractor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

41. **RIGHTS AND OBLIGATIONS:**

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

42. **ASSIGNMENT OF ANTITRUST CLAIMS:**

As consideration for the award and execution of this contract by the State, the Contractor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired by the State pursuant to this contract.

43. **COVENANT AGAINST CONTINGENT FEES:**

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

44. **GRATUITIES:**

- a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Contractor, terminate the right of the Contractor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and
- b. In the event this contract is terminated pursuant to subparagraph "a", the State shall be entitled (i) to pursue the same remedies against the Contractor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Contractor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

45. **AFFIRMATION:**

The Contractor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

46. **AUDIT ACCESS TO RECORDS:**

The Contractor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Contractor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Contractor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Contractor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of his/her duties under the Contract. Upon notice given to the Contractor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Contractor's financial records will be borne by the Contractor. Reimbursement to the State for disallowances shall be drawn from the contractor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

47. **TERMINATION OF CONTRACT:**

- a. **Termination for Cause** - If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Contractor under this Contract shall, at the option of the State, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.
- b. **Termination for Convenience** - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Contractor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

48. **REMEDIES:**

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Contractor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

49. **AMENDMENTS:**

This contract may be amended, in writing, by mutual agreement of the parties.

50. **AGENCY'S RESPONSIBILITIES:**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

51. **CONFIDENTIALITY:**

Specific attention should be given to the identification of those portions of your proposal which you deem to be confidential or proprietary information which should not be disclosed under the Delaware Public Information Act. Offerors are advised that upon request for this information from a third party, the Procurement Officer is required to make an independent determination as to whether the information may be or must be divulged to the party.

52. **CONTRACT DOCUMENTS:**

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any offeror. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instructions

53. **ASSIGNMENT:**

This contract shall not be assigned except by express written consent from the Director, Government Support Services, of the State of Delaware.

54. **VENDOR EMERGENCY RESPONSE POINT OF CONTACT:**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week to meet a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the current Delaware Emergency Operations Plan. Failure to provide this information could render the bid as non-responsive.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

55. **ELECTRONIC CATALOG:**

The successful vendor(s) may be required to submit their items list in electronic format designated by the State.

Note: The State of Delaware is in the process of implementing a new financials system, which will require the use of:

- Electronic catalogs
- Commodity/classification code: United Nations Standard Products and Services Code (UNSPSC).
- A unique item ID for all items in our system

The state has made the determination to include the requirement in this contract for two reasons:

1. To find out what vendors can offer.
2. To give the agencies and school districts a level of comfort in using electronic catalogs.

46. **ZONES:**

Vendors may elect to bid on any or all zones for this contract. The successful contractor may occasionally be required to serve outside of a county for which they have been awarded. To better facilitate service to end users, the areas covered by this contract are zoned as follows:

Zone 1: All of New Castle County.

Zone 2: All of Kent County.

Zone 3: All of Sussex County

47. **QUESTIONS:**

Offerors are **strongly** encouraged to submit questions in writing up until 4:30 p.m. EST, Thursday, December 10, 2009 via email to sandy.mckinley@state.de.us . Questions will be answered in writing and distributed to all offerors by 4:30 p.m., EST, Monday December 14, 2008.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

I. INTRODUCTION:

A. PURPOSE:

It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract to implement a contract for Process Serving for two or more agencies.

B. GUIDELINES:

Offerors proposal must respond to each and every requirement outlined in the RFP in order to be considered responsive. Proposals must be clear and concise.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submission of proposals and prior to award for the purpose of obtaining best and final offers.

Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

II. FORMAT FOR PROPOSAL:

A. INTRODUCTION:

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each offeror must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. COVER LETTER:

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the offeror's ability to provide the services specified in the RFP.

The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services.

C. TABLE OF CONTENTS:

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

D. DESCRIPTION OF SERVICES AND QUALIFICATIONS:

Each proposal must contain a detailed description of how the offeror will provide each of the services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the offeror will provide that are not mentioned in this RFP.

E. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

Nine (9) copies of the Proposal shall be submitted in a sealed package clearly marked with the name of the offeror and labeled Contract No. GSS10271-Proc Serv. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining eight (8) copies do not require original signatures.

F. ADDENDA TO THE RFP:

If it becomes necessary to revise any part of this RFP, revisions in writing will be provided to all contractors known to have received a copy of the RFP. Potential offerors shall acknowledge in writing receipt of all amendments, addenda and changes issued in connection with this RFP by submitting an affirmative statement in the Proposal.

G. INCURRED EXPENSES:

The State will not be responsible for any expenses incurred by the bidder in preparing and submitting a proposal.

H. ECONOMY OF PREPARATION:

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the contractor's offer to meet the requirements of the RFP. DO NOT USE RING BINDERS.

I. RIGHT TO REJECT PROPOSALS/WAIVE OR CORRECT MINOR IRREGULARITIES:

The State reserves the right to withdraw this Request for Proposal, to reject any proposals, to waive minor irregularities in proposals or to allow the offeror to correct a minor irregularity if the best interest of the State will be served by doing so.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

III. **SCOPE OF WORK:**

A. **OVERVIEW:**

The Contractor(s) shall provide all materials and labor to satisfy the State of Delaware's need for Process Serving as described herein.

The services will require the Contractor(s) to partner with and cooperate with the ordering agency to make sure the State receives the most current state-of-the-art services.

B. **DETAILED REQUIREMENTS:**

The requirements of this RFP are shown in Appendix A, attached, and made a part of the contract.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

IV. **PROPOSAL EVALUATION PROCEDURES:**

A. **BASIS OF AWARD:**

Government Support Services shall award this contract to the most responsible and responsive offeror who best meets the terms and conditions of the proposal. The award will be made on basis of price, product evaluation, and prior history of service and capability.

Government Support Services reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever may be most advantageous to the State of Delaware. The intent though is to award this contract to one (1) offeror.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submissions of proposals and prior to award for the purpose of obtaining best and final offers. Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

B. **REVIEW COMMITTEE:**

A group with expertise in procurement, contract management, budgeting, and technical operations will comprise the Review Committee.

C. **REQUIREMENTS OF THE OFFEROR:**

The purpose of this section is to assist the Review Committee to determine the ability of the organization to provide the services described in the application. The response should contain at a minimum the following information:

- * Brief history of the organizations, including accreditation status, if applicable.
- * Applicant's experience, if any, providing similar services. At least three references are required (See § 22– Special Provisions).
- * Financial information (balance sheets and income statements) for the past three years.
- * Describe the methodology/approach used for this project including a work plan and time line.
- * Include a sample of your computer tracking system(s) that would give the state an idea of the type of reporting your company is able to provide. Final screen design and system layout must be accepted and approved. System must include at a minimum a web-based application that includes the ability to track name, date of receipt of document, date of service and identity of person served.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

D. **CRITERIA AND SCORING:**

		POINTS
1.	The qualifications and experience of the persons to be assigned to the project.	30
2.	The ability to perform the work in the time allotted for the project, as demonstrated by their proposed commitment of management, personnel and other resources. Project Management experience.	50
3.	The demonstrated experience in providing equipment/services of comparable specifications/scope and value.	20
4.	The understanding of the problem; details of the offering; how you plan to meet the requirements of this RFP.	30
5.	The background, experience, resources, reputation, financial resources and years in business and references.	20
6.	The provider's location relative to the location of required services.	10
7.	The price proposal/pricing structure or Total Proposed Cost.	30
8.	COMPUTER SYSTEM AND SOFTWARE RELATED CRITERIA	10
	<ul style="list-style-type: none"> Responsiveness (degree of fit) with the requirements, and apparent overall quality of proposed software, hardware, communications and services. 	
	<ul style="list-style-type: none"> Quality of technical environment. 	
	TOTAL SCORE	200

Review Committee members will assign up to the maximum number of points listed for each of the listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Review Committee members.

V. **PREBID MEETING:**

A mandatory pre-bid meeting has been scheduled for 1:00 p.m. EST on Wednesday, December 16, 2009. The meeting will be held at **Government Support Services, 100 Enterprise Place, Suite 4, Blue Hen Conference Room, Dover, DE 19904. This is a mandatory meeting.** If an offeror does not attend this meeting, they shall not be considered for further evaluation.

VI. **ATTACHMENTS:**

APPENDIX A	SCOPE OF WORK DETAILS – FAMILY COURT AND DIVISION OF CHILD SUPPORT ENFORCEMENT
APPENDIX B	COMPUTER SYSTEM REQUIREMENTS – FAMILY COURT
APPENDIX C	ADDITIONAL SPECIFICATIONS FOR TITLE IV – D CASES ONLY – DIV. OF CHILD SUPPORT ENFORCEMENT

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

APPENDIX A
SCOPE OF WORK DETAILS

SCOPE OF WORK DETAILS – FAMILY COURT AND DIVISION OF CHILD SUPPORT ENFORCEMENT

A. SERVICES

I. STATEWIDE:

The Contractor shall be the primary provider of personal service for process issued by the Family Court and Division of Child Support Enforcement of Delaware (See Attachment A). In addition, at any time during the term of this Service Agreement, at the Court's election, the Court may increase or decrease the number of documents for which the Contractor shall provide personal service in accordance with the provisions of this Service Agreement.

II. DETAILS OF WORK

The Contractor shall provide the following services to the Family Court:

1. Personal service of summonses, subpoenas, orders, writs or other documents issued by the Family Court. This shall include but not be limited to personal service in correctional institutions, and documents requiring quick turn-around, i.e. service in three days or less.

Personal Service of these documents shall, at all times, be in accordance with applicable statutes, rules of procedure, and Family Court policies and procedures regarding personal service. Family Court shall have sole discretion as to the method of service for all documents to be served under the terms and conditions of the contract. Service packets must be served as presented and may not be separated.

2. Pick up and return of documents at times and locations designated by the Court not less than twice per day, except where deemed unnecessary **, and more frequent pick-up/return if deemed necessary by either the Contractor or the Court.
The successful contractor may occasionally be required to serve outside of a county for which they have been awarded.

STATE OF DELAWARE

Office of Management and Budget
Government Support Services

II. DETAILS OF WORK

A. SERVICES - (Continued)

- Documents issued by the Court in Zone 1 will be the responsibility of the awarded vendor for that zone, regardless of the destination.
- Documents issued by the Court in Zone 2 will be the responsibility of the awarded vendor for that zone, regardless of the destination.
- Documents issued by the Court in Zone 3 will be the responsibility of the awarded vendor for that zone, regardless of the destination.

** NOTE: Pick-up of documents from any designated centralized data center locations such as DTI-Dover, Biggs-New Castle etc. may only be once per day.

3. Return "served dated" documents including all court orders to the designated return location no later than the next business day following service. Other documents shall be returned not later than two (2) business days.
4. Return all summons, to the designated return location no later than twenty (20) days from pick up. All original documents must accompany non-est service returns.
5. Return any documents bearing hearing date information to the designated return location, whether served or non-est, as follows:
 - a. Documents bearing a hearing date ten (10) days or more from the date received by the Contractor are to be returned to the designated return location no later than three (3) business days prior to the hearing date.
 - b. Documents bearing a hearing date of less than ten (10) days from the date received by the Contractor are to be returned no later than 3:00 p.m. on the business day preceding the scheduled hearing date for New Castle County and 4:00 p.m. for Kent and Sussex counties.
 - c. Documents pertaining to "next day" hearings may be returned no later than 8:30 a.m. on the date of the hearing.

Note: The Court reserves the right to modify these time frames for specific cases.

6. Return any other unserved documents NOT bearing a scheduled hearing date (such as Court Orders) to the designated return location within seven (7) days from the receipt of the documents by the Contractor.
7. Attempt service a minimum of three (3) times at various times of the day and evening to maximize likelihood of locating the party to be served, noting the date and times the service was attempted.

STATE OF DELAWARE

Office of Management and Budget
Government Support Services

II. DETAILS OF WORK

A. SERVICES - (Continued)

8. Complete paperwork deemed appropriate by the Court for control of documents exchanged between the Court and the Contractor and for the purpose of billing verification.
9. Accurately, completely and legibly provide the requisite information on each document relative to service as specified by the Family Court. This will include completing "Proof of Service" documents in accordance with a format provided to the contractor by the Family Court. At times issues may arise as to problems with the documents. These issues may require a response in writing.
10. Investigate incorrect/outdated addresses in order to obtain accurate address information for purposes of service. This may include but is not limited to contact with the petitioner, neighbors, United States Postal Service, credit bureaus, cross-reference directories, etc. Updated address or other information that will aid in the location of the person shall be noted by the Contractor on the returned documents for the Court's future reference.
11. Provide to the Court, at a site specified by the Court, the use of or access to a computerized system which will:
 - a. provide status information according to the Court's specifications on all outstanding personal service documents so that Court staff can monitor outstanding personal service documents, and
 - b. provide for automated invoicing as specified by the Court.
 - c. All data referenced in the specification shall remain the property of Family Court and shall be promptly transferred to Family Court, in a form acceptable to Family Court, at any time or at contract expiration. Family Court will advise Contractor as to the specifics of this disposition in writing.
 - d. All service information shall be updated in the automated system by 9:00 a.m. the next business day.

All costs (hardware, telephone line costs, software, data conversion, data entry and maintenance) shall be the Contractor's or Contractor's employees and may not be subcontracted to other contractors or individuals.

NOTE: As Court Information Systems are modified/improved/ advanced, the Contractor must be able to accept electronic transmission of documents from the Court as well as to transmit service results back to the Court, while retaining Proof of Service on file should one be required as proof by a Court Officer. The Court may require the Contractor to enter information directly into the Court's Information Systems or to interface with the Systems to eliminate duplicate data entry.

STATE OF DELAWARE
Office of Management and Budget

Government Support Services

II. DETAILS OF WORK

A. SERVICES - (Continued)

12. All service of process duties must be performed by the Contractor or Contractor's employees and may not be subcontracted to other contractors or individuals.
13. Contractor shall provide, at no charge, a courier service for and between the Family Court locations in New Castle, Kent and Sussex Counties. Delivery of documents to the specified destination shall occur no later than 24 hours following the Court's notification to the vendor, of the need for courier service. If the contract is awarded by zone, this section is not applicable.
14. Contractor shall provide, at no charge, a "sameday" courier service for the delivery of warrants/capiases or other documents not requiring personal service to police or other law enforcement agencies or designated capias/warrant control centers.
15. Vendor will provide an e-mail address for the use of Family Court which may be used at the courts discretion for any questions or to provide additional information to the vendor for process issued.

B. BILLING

The charges for the above-described services shall be at a "flat rate" and shall be in accordance with the following provisions. (Attachment "A" lists the various types of documents which Contractor may be called upon to serve.)

1. There shall be no charge for documents not successfully served. Leaving a copy at the individual's normal place of abode, while still desirable, shall not constitute personal service.
2. There shall be no charge for documents returned to the Court after established time frames, whether non-est or served.
3. There shall be a reduced rate for the service of additional documents at a single address, not to exceed the total cost of 5 additional documents.
4. There shall be no charge for delivery of warrants/capiases or other documents not requiring personal service to police or other law-enforcement agencies or designated capias/warrant control centers.
5. There shall be a reduced rate for the personal service of documents to State agencies.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

B. BILLING (Continued)

6. Invoicing for services provided by the Contractor shall be monthly and shall be submitted to the Court on or before the twenty-second day of the following month. A .5 percent penalty of the total bill will be assessed for each calendar day the invoice is delinquent beyond the twenty-second day.
7. Invoicing shall be automated so as to provide automated, electronic billing verification by the Court at the individual document level in a format specified by the Court.

C. MODIFICATION

Neither the services nor the rates of performance nor any other provisions of the Agreement may be modified without prior approval of the Court, the Contractor and the Government Support Services, in writing, as an addendum to this Contract.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

ATTACHMENT A

LIST OF DOCUMENTS – FAMILY COURT

SUBPOENAS

SUMMONS

JUDICIAL ORDERS INCLUDING WAGE ATTACHMENTS AND ORDERS FOR PROTECTION FROM ABUSE

ALL PERSONAL SERVICE DOCUMENTS TO POLICE AND LAW ENFORCEMENT AGENCIES OR TO CAPIAS/WARRANT CONTROL CENTERS

ALL DOCUMENTS NOT REQUIRING PERSONAL SERVICE TO POLICE AND LAW ENFORCEMENT AGENCIES OR TO CAPIAS/WARRANT CONTROL CENTERS

ALL DOCUMENTS TO STATE AGENCIES

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

APPENDIX B

INTRODUCTION

The Family Court Billing system is designed to track and maintain the flow of documents between Family Court and the process service vendor. This system will be used for billing the State of Delaware charges for service of documents.

The steps below describe the flow of documents between the Delaware Family Court and process service vendor. This is a SUGGESTED method and may be subject to change.

1. The document from Family Court is given to the process service vendor. The process service vendor keys in the date and time the process vendor received the document. They will also key the type of document (i.e. subpoena, summons, notice, order etc.) Family Court due date (as set in terms of contract), emergency indicator, the billable and non-billable amounts and the Family Court assigned control number (civil petition or criminal case/incident number).
2. The process service vendor will serve the document(s) and key in the date/time the document(s) is (are) served, as well as any special notations (who served, if other than named party; where served, if other than address on face of document etc).
3. For any documents that are not successfully served (non-est.) the document will be keyed as non-est. and no billable amount will assessed.
4. For any documents delivered after the 6th document to the same address, the documents shall be keyed as no cost and no billable amount will be assessed.
5. The document is returned to Family Court. Family Court will key the date they receive the document. The received date is compared to the Family Court due date. If the received date is greater than the Family Court due date, any amounts shown as billable will be updated to non-billable when the billing program is run.
6. Fields designated to be filled in by process service vendor should be display only for Family Court. Fields designated to be filled in by Family Court should be display only for process service vendor. A method of identifying who entered or updated data MUST be available.
7. The billing program is run which provides a report of names with the amounts shown as billable and non-billed. This report can be capable to be generated several times, if any errors are found and corrected. Once there is an agreement of charges between Family Court and the process service vendor, the final billing is run. The reported names will have their status updated to "BILLED".

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

NOTE: The process service vendor has the flexibility to determine the programming language/database structure to best represent the required data elements. Information must include at minimum to ensure accuracy and billing continuity:

- Name of party on the document to be served
- Type of document (summons, subpoena, petition, court order, etc.)
- Date of pick-up
- Petition and file number
- Indication if service was successful or non-est
- Date service was effected
- Amount of fee

Final screen design and system layout must be presented to the state for final approval.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

ACCESSING & USING THE SYSTEM

- The system will be accessible only with a “USER” and “PASSWORD” code.
- System must have remote access to vendor’s live database (preferably web-based) for both view and update.
- The system must be available 24 hours per day, 7 days per week.
- Requests to add or change user ID’s &/or Passwords must be honored within 24 hours.
- The system must have an appropriate response time.
- Vendor will provide immediate response(s) to system problems during the business day (8:00 a.m. – 5:00 p.m.).
- User manuals (2 for each Court location) will be provided by the vendor.

DOCUMENT FLOW BETWEEN FAMILY COURT AND PROCESS SERVICE VENDOR

The steps below describe the flow of a document between the State of Delaware Family Court and the process service vendor. This is only a suggested method and a may be subject to change.

1. The document from Family Court is given to the Process service vendor. The process service vendor keys in the date and time that the process service vendor received the document. Process service vendor will also key the type of paper, Family Court due date, emergency code, the billable/non-billable amounts and the Family Court assigned control number.
2. The process service vendor will serve the paper. The date the paper is served is keyed in. Also, the return notes are entered.
3. The document is returned to Family Court. Family Court will key the date they received the document. The received date is compared to the Family Court due date. If the date received or the service date is greater than the Family Court due date, any amounts shown as billable will become non-billable when the billing program is run.
4. Display only fields are described in Introduction.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

APPENDIX C
ADDITIONAL SPECIFICATIONS
FOR TITLE IV-D CASES ONLY

DELAWARE HEALTH AND SOCIAL SERVICES
DIVISION OF CHILD SUPPORT ENFORCEMENT
84A CHRISTIANA ROAD
NEW CASTLE, DELAWARE 19720

I. BACKGROUND

The United States Department of Health and Human Services, Office of Child Support Enforcement (OCSE), is responsible for promulgating the regulations which govern the operations of state child support enforcement programs. The Division of Child Support Enforcement (the "DIVISION"), Delaware Health and Social Services (the "DEPARTMENT") has been designated as the Delaware Title IV-D agency.

A Child Support Enforcement Program is designed to provide services to families in securing financial assistance from non-custodial parents for their children to whom support is owed. In order to qualify for Federal matching funds, a child support enforcement program must be operated pursuant to a State Plan approved under Title IV of the Social Security Act. This Plan is commonly referred to as the IV-D Plan.

The IV-D agency is the single State agency designated to administer the State IV-D Plan. The DIVISION is the agency responsible for administration of this Plan in the State of Delaware and it may delegate or contract for activities set forth in the Plan. However, any such delegation of authority does not relieve the DIVISION of overall responsibility for the following: (1) ensuring that Contractors are notified of any lack of compliance with the State IV-D Plan and (2) reporting on all State IV-D activities.

Listed below are the six different IV-D activities:

1. Location of absent parents.
2. Establishment of paternity.
3. Establishment of child and medical support orders.
4. Collection and distribution of child support.
5. Enforcement of child and medical support obligations.
6. Cooperation with other states in child support related activities.

Each non-custodial parent against whom the IV-D agency is attempting to secure or enforce child support is considered to be a IV-D case. Where an individual is responsible for supporting children in more than one family, each separate family is considered as a separate and distinct case for funding and reporting purposes. Title IV-D cases consist of six types:

1. Temporary Assistance to Needy Families (TANF) Program Cases. Cases involving non-custodial parents whose children are receiving assistance payments through TANF.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

2. Non-TANF Cases: Cases involving a non-custodial parent whose children are not receiving TANF, but where an application for IV-D services has been made by the custodial parent in accordance with the State Plan.
3. Foster Care Cases: Cases involving a temporary placement made by the Division of Family Services for children living with a custodian other than with their own parents.
4. Interstate Cases: Cases that have been referred by one state to the IV-D agency or the Family Court in a different state for assistance with part or all of the IV-D activities.
5. Medical Assistance Only (MAO) Cases: Cases in which Medicaid recipients are receiving medical benefits for their minor children.
6. Medical Support Cases: Cases with an established order for medical support; these cases may also be included with any of the other five types of cases listed above.

II. PROJECT OVERVIEW

The Delaware Department of Health and Social Services (DHSS) is requesting proposals for the cost of serving Family Court notices of process relating to actions taken on behalf of the Division of Child Support Enforcement. This service is to be provided on a statewide basis encompassing all three (3) zones in Delaware. The primary emphasis and concern of this proposal is to provide timely, accurate and reliable Service of Process at competitive prices.

III. STATEMENT/SCOPE OF WORK

The selected Contractor is expected to efficiently perform all of the following services:

The Contractor must be a member in good standing of the National Association of Professional Process Servers (NAPPS).

To make Service of Process, in accordance with Family Court statutes and rules (in particular Family Court Civil Rule 4) to residents of New Castle, Kent and Sussex counties in connection with the Division's mandated functions. Service will be made to the addresses provided, including those of the respondent's employer when requested. The process server will use all available resources to identify and locate the address given on the document. The process server will attempt to serve the respondent at least five (5) times before returning the process as non est, with at least three (3) of those attempts being during the evening or weekend hours per summons. The server will not leave the process at any location when there is an indication that the respondent does not currently live at that address.

Unless specified otherwise by the Court, documents to be served will be picked up at the Family Court of the State of Delaware in the respective zone on those days that the Court is in session.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Successful contractor(s) must be able to fully implement Service of Process in the appropriate zones no later than February 1, 2010.

The documents will be returned to Family Court as either served or non est within specific timeframes set by Family Court. In emergency cases when these time frames are not applicable, the document will be returned on or before the Family Court specified timeframes and the provision that service be attempted five times will be waived. If no hearing date is specified on the document, it shall be returned within twenty (20) calendar days of the date it was issued by the Court.

Documentation on the return of Service of Process will be provided to the Division regarding:

1. the date and time of service;
2. the dates and times of attempted service;
3. the respondent's name;
4. the respondent's description;
5. the respondent's address;
6. the name, age, description and relationship to the respondent of the person served, and
7. if applicable, the reason the notice was not served.

Such documentation will be made by completing the "Affidavit of Process Server" form showing Service of Process in accordance with Family Court statutes and rules. If the document is served at the respondent's house on someone other than the respondent, personal service has taken place **only** if the process server verified that the dwelling is the usual place of abode of both the respondent and the person served at the time the summons was served. Service at the respondent's place of employment is valid only if made personally on the respondent.

A copy of all IV-D child support related documents provided to Family Court must also be delivered **once a week**, on each Monday to the Division of Child Support Enforcement office in the respective county in which the documents were served. If Monday falls on a state holiday, document delivery is due on that Tuesday. The State reserves the right to cancel this contract if the Contractor fails to abide on a timely and regular basis to the terms of this paragraph.

IV DEPARTMENT/CONTRACTOR RESPONSIBILITIES

DEPARTMENT RESPONSIBILITIES:

- The Department of Health and Social Service will conduct periodic quality control reviews to ensure contracted services are provided as agreed.
- Project coordination - A project coordinator will be appointed by the Director of the Division of Child Support Enforcement and, under the auspices of the Director, will provide the guidance necessary for the CONTRACTOR(s) to provide the contracted services. The coordinator will take all reasonable steps to facilitate CONTRACTOR tasks, as well as serve as a resource to the CONTRACTOR.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

- Approval of Deliverables - The project coordinator will review, evaluate, and approve all deliverables prior to the CONTRACTOR being released from further responsibility.
- Policy Decisions - The Department of Health and Social Services retains final authority for policy decisions.

CONTRACTOR RESPONSIBILITIES:

- The CONTRACTOR shall serve Family Court notices of process relating to actions authorized by and taken on behalf of the Division of Child Support Enforcement.
- The CONTRACTOR shall maintain an organizational structure and staffing level sufficient to discharge the CONTRACTOR'S responsibilities under this Contract.
- The CONTRACTOR shall maintain an adequate liaison with the DIVISION in connection with CONTRACTOR'S contractual responsibilities.
- The CONTRACTOR shall assume sole and complete responsibility for the cost of and timely accomplishment of all its responsibilities under this contract.
- The CONTRACTOR shall be responsible for full, current and detailed knowledge and adhere to published federal and state legislation, regulations and guidelines pertinent to discharging the CONTRACTOR'S responsibilities.
- The CONTRACTOR shall cooperate fully with any other contractors, consultants or other parties that may be engaged by the DEPARTMENT, in connection with the object of this contract and permit access by all other parties, as requested in writing by the DEPARTMENT, to any procedures and records that may be in the possession of or under the control of the CONTRACTOR.
- The CONTRACTOR shall permit authorized representatives of the DEPARTMENT and/or the U.S. Department of Health and Human Services reasonable on-site access to the responsible employees of the CONTRACTOR performing services here under for the purpose of inspection, audit of records or discussing with such employees the duties they perform and the methods by which they perform such duties. The DEPARTMENT may inspect, in the manner and at times that it considers appropriate, all of the CONTRACTOR'S facilities and activities relevant to this Contract.
- The CONTRACTOR shall provide reasonable assistance as requested by the DEPARTMENT in maintaining liaison and coordination with groups, committees or similar bodies, which are interested in the performance of or object to this contract.
- The CONTRACTOR shall ensure that the CONTRACTOR'S personnel as well as the CONTRACTOR'S authorized subcontractor(s) and their personnel at all times comply with all security regulations in effect both on and off the DEPARTMENT'S premises for all materials belonging to the contract.

Office of Management and Budget
Government Support Services

- CONTRACTOR shall obtain the DEPARTMENT'S written permission to remove from the DEPARTMENT'S premises any item or materials belonging to the DEPARTMENT prior to such removal.
- The CONTRACTOR assumes full responsibility for and agrees to indemnify the DEPARTMENT for any and all loss or damage of whatever kind or nature, to any and all state real or personal property, including but not limited to, data files, computer systems, documents, manuals and similar materials resulting in whole or in part from the willful, reckless or negligent acts or omissions of the CONTRACTOR, or any employee, agent or representative of the CONTRACTOR, or any subcontractor.
- The CONTRACTOR shall have overall responsibility for the management, performance and completion of all work under this contract.
- The CONTRACTOR shall have total and complete responsibility for the preparation of all items or products contracted for, as identified in this contract and its appendices. All costs of document preparation will be borne by the CONTRACTOR where appropriate. For those documents that the DIVISION will reproduce, the CONTRACTOR is responsible to provide camera-ready copies.
- Upon request, the CONTRACTOR agrees to be available for meetings with the DIVISION on a weekly or periodic basis to discuss performance compliance and to develop effective solutions to various contract problems and issues.
- The CONTRACTOR will coordinate all staff assignments with the DEPARTMENT'S Project Liaison. The DEPARTMENT reserves the right to review and approve all CONTRACTOR staff assignments to this contract.
- The CONTRACTOR shall communicate by telephone or in-person with the DEPARTMENT'S Liaison during the life of this contract at a time or times set by the Project Liaison for project status discussion meetings. These conferences shall be supplemented by information communications as needed to convey significant developments or problems as they arise.
- The CONTRACTOR shall identify at each project status meeting or teleconference any and all problems which the CONTRACTOR contends are caused by the DEPARTMENT'S failure to perform its obligations in a timely manner during a specified period and/or which have increased the CONTRACTOR'S costs and/or time for performing under this contract. The failure of the CONTRACTOR to identify such problems will constitute a binding admission by the CONTRACTOR that during the period in question there were no such problems.
- The DEPARTMENT shall have the opportunity to mitigate the effects of any such problem identified by the CONTRACTOR at the scheduled meeting in the succeeding period. The CONTRACTOR shall specifically identify in its scheduled report those previously specified problems whose effects have not been completely mitigated, and the failure to identify in its scheduled report any problem whose effects have not been completely mitigated shall constitute a binding admission by the CONTRACTOR that said problem has not resulted in an increase of the CONTRACTOR'S costs and/or time for performing this contract during the relevant period.

STATE OF DELAWARE

Office of Management and Budget
Government Support Services

V. SPECIAL TERMS AND CONDITIONS

Contract Monitoring:

The CONTRACTOR will be monitored on a regular basis throughout the duration of the contract. Failure of the CONTRACTOR to resolve any problem(s) identified in the monitoring may be cause for termination of the contract.

Ethic for CONTRACTORS:

As employers, the selected contractor must comply with all requirements of the child support program including:

- 1) reporting all newly hired or rehired employees to Delaware's [New Hire Reporting Program](#)
- 2) forwarding an employee's earnings as ordered by the Family Court
- 3) enrolling an employee's child(ren) in a health benefit plan and withholding the appropriate premium amount from the employee's wages.

Funding Disclaimer Clause:

This contract is dependent upon the appropriation of the specific funds necessary by the state and federal government. The Department of Health and Social Services reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet the DEPARTMENT'S funding limitations and processing constraints. The DEPARTMENT reserves the right to terminate any contractual agreement without prior notice in the event the State determines that State or federal funds are no longer available to continue the contract.

Failure to comply with all employer requirements of the child support program may result in withholding payments for Service of Process completed for Child Support Enforcement.

VII. INVOICING REQUIREMENTS

1. Procedures for monthly billing must separate Division of Child Support Enforcement bills from Family Court bills. Invoices must include:
 - (a) the Family Court file number;
 - (b) the Case (Petition) number;
 - (c) the DACSES Data identifier;
 - (d) if available, the Division of Child Support Enforcement's caseworker identification number;
 - (e) if available, the Petition type;
 - (f) whether or not the Service of Process was provided;
 - (g) the date of service;
 - (h) a copy of the Family Court Civil Summons and Proof of Service;
 - (i) the reason of non-service;
 - (j) the amount of the fee;
 - (k) the name of the petitioner and the respondent; and
 - (l) the invoice is to be is alphabetized by respondent name

STATE OF DELAWARE

Office of Management and Budget
Government Support Services

VII. INVOICING REQUIREMENTS (Continued)

2. A report indicating the number of cases served, and the number of cases returned non est, during the month must accompany the monthly bill.
3. The cost to be charged will be based solely on those documents that are successfully served. Service should be by the date specifically ordered by the Court or within twenty (20) calendar days from date of issuance as required by Family Court Rule 4. The vendor will receive no payment for documents which are returned non est.

PROPOSAL REPLY SECTION

CONTRACT NO. GSS10271-Proc Serv

PROCESS SERVING

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to Government Support Services by 1:00 p.m. EST, December 29, 2009 at which time bids will be opened.

A mandatory pre-bid meeting has been scheduled for 1:00 a.m. EST on Wednesday, December 16, 2009. The meeting will be held at **Government Support Services, 100 Enterprise Place, Suite 4, Blue Hen Conference Room, Dover, DE 19904. This is a mandatory meeting.** If an offeror does not attend this meeting, they shall not be considered for further evaluation.

Proposals shall be submitted to:

**State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the offeror(s), not to serve as a forum for determining the apparent low offerors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all offerors are invited to make an appointment with the contracting officer in order to review pricing and other non-confidential information.

NOTE: ONLY THE OFFEROR'S NAME AND ADDRESS WILL BE READ AT THE OPENING

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES
CONTRACTING SECTION
100 ENTERPRISE PLACE, SUITE 4
DOVER, DELAWARE 19904-8202

NO PROPOSAL REPLY FORM

CONTRACT # GSS10271 Proc Serv **CONTRACT TITLE:** PROCESS SERVING

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Offeror's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- _____ 1. We do not wish to participate in the proposal process.
- _____ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:

- _____ 3. We do not feel we can be competitive.
- _____ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
- _____ 5. We do not wish to sell to the State. Our objections are:

- _____ 6. We do not sell the items/services on which Proposals are requested.
- _____ 7. Other: _____

FIRM NAME

SIGNATURE

_____ We wish to remain on the Offeror's List **for these goods or services.**

_____ We wish to be deleted from the Offeror's List **for these goods or services.**

CONTRACT NO.: GSS10271-Proc Serv
TITLE: PROCESS SERVING
OPENING DATE: DECEMBER 29, 2009

NON-COLLUSION STATEMENT

This is to certify that the undersigned offeror has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Government Support Services.

It is agreed by the undersigned bidder that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this Invitation to Bid including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Government Support Services.

COMPANY NAME _____

Check one)	
<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
LICENSE NUMBER _____

COMPANY CLASSIFICATIONS: CERT. NO.	(circle one)		(circle one)		(circle one)	
	<u>Women</u>	Yes	No	<u>Minority</u>	Yes	No
	<u>Business</u>			<u>Business</u>		
	<u>Enterprise</u> (WBE)			<u>Enterprise</u> (MBE)		
	<u>Disadvantaged</u>	Yes	No	<u>Disadvantaged</u>	Yes	No
	<u>Business</u>			<u>Business</u>		
	<u>Enterprise</u> (DBE)			<u>Enterprise</u> (DBE)		

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____



State of Delaware

Office of Minority and Women Business Enterprise Certification Application



Complete application and mail to:

Office of Minority and Women Business Enterprise (OMWBE)
Haslet Armory
122 William Penn Street
Dover, DE 19901
Telephone: (302)739-4206 Fax: (302)739-1965
Email: deomwbe@state.de.us
Website: www.state.de.us/omwbe

Important Information Please Read!

Is my firm eligible?

A minority and/or women owned business (sole-proprietorship, partnership, corporation or joint venture) must meet the following criteria:

- a) Minority groups include: African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, and Subcontinent Asian Americans.
 - b) At least 51 percent owned, controlled and actively managed by minority group members or by women.
 - c) Serving a for profit business with “useful business functions.”
- An out-of-state company must first **be certified in its home state** before it can be considered for certification in Delaware. This must be a state-level certification, if available.
 - There is no fee for processing your application. In addition, free assistance is available. If you have questions about the application or your company’s qualifications, call (302)739-4206.
 - If your business is certified by **Delaware Department of Transportation (DelDOT) City of Wilmington, Minority Supplier Development Council (MSDC), Women Business Enterprise National Council (WBENC) and located in Delaware**, there is a specialized shortened application. You must also attach a copy of your certification and mail all documents to the OMWBE.
 - Also, please note that it is extremely important to provide other certifying agency documentation. This can expedite the certification process.

Document Request checklist

- Unless otherwise indicated, copies of documents are sufficient.
- **Any deficiency may delay the certification process.**
- **Certification generally takes four to six weeks.**
- **An on-site visit.** *(The OMWBE office may schedule an on-site visit once the completed application and appropriate supporting documentation have been received).*

Documents to attach to your application	Sole Prop	Part/ LLP	Corp/ S-Corp	LLC	OMWBE Use
Notarized Minority and Women Business Enterprise Affidavit form	Yes	Yes	Yes	Yes	
Copy of birth certificate, permanent resident card, passport or tribal memberships	Yes	Yes	Yes	Yes	
Last two years of your firm's tax returns (gross receipts). If not available, last two years W2 and/or 1099 forms for all owners, directors, officers and senior management.	Yes	Yes	Yes	Yes	
Copy of MBE/WBE certification from home state, if company headquarters are not in Delaware. (must be a state level certification, if available)	Yes	Yes	Yes	Yes	
Copies of any relevant licenses, certificates of training and degrees held by the company or its owners/employees	Yes	Yes	Yes	Yes	
Partnership Agreement, including any amendments, buy-out rights as well as any profit sharing arrangements		Yes			
Articles of Incorporation with all amendments		Yes			
Minutes of the last annual shareholders meeting		Yes			
By-laws and By-law Amendments		Yes			
Copy of most recent Stock Ledger		Yes			
Copy of Certificate of Organization				Yes	
Copy of Operating Agreement				Yes	

Delaware Minority and/or Women Business Enterprise Certification

Certification Application

The following is the application for Minority and/or Women Business Enterprise (MWBE) certification with the State of Delaware. All questions must be answered. Please type or print clearly.

Questions that do not apply to your firm should be marked N/A in the space provided.

The Affidavit on page 14 must be signed and notarized by a Notary Public. Faxed copies of the Affidavit will only be accepted if the notary seal has the stamped seal with the expiration date visible. Otherwise, mail the original Affidavit with the raised seal to our office.

Please return the completed application with signature and required notarization to the address below:

**Office of Minority and Women
Business Enterprise
Haslet Armory
122 William Penn Street
Dover, DE 19901**

Phone: (302) 739-4206

Fax: (302) 739-1965

Web site: www.state.de.us/omwbe

Definitions

Minority and/or Women Business Enterprise

A Minority and Women Business Enterprise is a business that is at least 51 percent owned, controlled and actively managed by minority and/or women group members who are United States citizens or persons lawfully admitted to the United States for permanent residence.

The business must be a for-profit business and currently be performing a useful function.

Minorities – United States citizens or permanent residents who are African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, Subcontinent Asian Americans, or as defined herein:

African (Black) Americans. All persons having origins from any of the Black groups of Africa and all persons having origins in any of the original peoples of the Cape Verde Islands.

Asian/Pacific Americans. All persons having origins from any of the original peoples of the Far East, Asia, or the Pacific Islands, including China, Japan, Korea, Samoa, Philippine Islands, and Hawaii. Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas.

Hispanic Americans. Persons having origins from any of the Spanish-speaking peoples of México, Puerto Rico, Cuba, Central or South America, or the Caribbean Islands.

Native Americans. All persons having origins from the original peoples of North America and who are recognized as Native Americans by a tribe or tribal organization.

Subcontinent Asian Americans. All persons whose ancestors originated in India, Pakistan or Bangladesh.

Certification - A determination by the OMWBE that a for-profit business entity is a Minority Business Enterprise (MBE) and/or Women Business Enterprise (WBE).

Definitions

Ownership

The minority or woman ownership interest in the firm must be real, substantial and continuing and shall go beyond the pro forma ownership of the business as reflected in its ownership documents. The minority and women owners shall enjoy the customary incidents of ownership and shall share in the risks and profits commensurate with their ownership interest as demonstrated both by an examination of the substance and form of arrangements.

Control

Control will be exemplified by possession of the requisite knowledge and expertise to run the particular business. Control includes the authority to determine the direction of a business, including but not limited to capital investments and all other financial transactions; property acquisitions; day-to-day decisions; contract negotiations; legal matters; selection and hiring of officers, directors, and employees; operating responsibility; cost-control; income and dividend matters; and the rights of other shareholders or partners.

The minority and/or women owners must hold the highest officer position in their companies, example chief executive officer or president.

The minority and/or women must demonstrate that they possess the experience, expertise and knowledge to operate their particular types of business.

Expertise limited to office management, administration, or bookkeeping functions unrelated to the principal business activities of the company is insufficient to demonstrate control. Women and/or minority owners must also verify that they hold any licenses or certification required by the type of business in which they are engaged.

Definitions

Minority Business Enterprise (MBE) - A for profit business in which at least 51% of the beneficial ownership interest and control are held by a minority or minorities. In the case of a corporation, minorities must hold at least 51% of voting interest.

Minority & Women Business Enterprise (MWBE) - A for-profit business in which at least 51% of beneficial interest and control is held by minority women or by an equal combination of minorities and women. In the case of a corporation, women and minorities must also hold at least 51% of voting interest.

Women Business Enterprise (WBE) - A for-profit business in which at least 51% of beneficial interest and control is held by women. In the case of a corporation, women must also hold at least 51% of the voting interest.

Useful Business Function

A useful business function is one, which results in the provision of materials, supplies, equipment or services to consumers in the State. A business acting as a conduit to transfer funds to a non-minority business does not constitute a useful business function unless doing so is a normal industry practice.

Benefits of Certification

Current certified minority and/or women owned firms are eligible to be listed in the State of Delaware Directory of Minority and Women Owned Businesses which is circulated to all state and local government agencies.

Recertification

At the ends of three years from original certification date, firms must submit the recertification affidavit to remain actively visible in the State of Delaware's Minority and/or Women Business Enterprise database.

Eligibility

A minority and women owned business (sole-proprietorship, partnership, corporation or joint venture) must meet the following criteria:

- a) Belong to a minority group: African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, and Subcontinent Asian Americans. *(Please reference above definitions)*
- b) At least 51 percent owned, controlled and actively managed by minority group members or by women.
- c) Serving a for profit business with "useful business functions." *(Please reference above definitions)*

Reasons for denial *(please note the below may include but not be limited to)*

- a) A business located in a state other than Delaware must first obtain state-level certification in its home state, if such certification is available. "Home state" is defined as the state the company's headquarters are located.
- b) All securities, which constitute ownership and/or control of a corporation for the purpose of establishing it as a MWBE, must be held directly by minorities or women. No securities held in trust, or by a guardian for a minor, shall be considered as held by a minority or women in determining the ownership or control of a corporation.
- c) If the business operations do not reflect the ownership shown on paper.

- d) Firm is not a for-profit business
- e) Firm has provided false or misleading information
- f) Control will not be deemed to exist in cases of simple majority or absentee ownership, or when a non-minority/non-female owner or employee of the firm is disproportionately responsible for its operation.
- g) The firm shall not be subject to any formal or informal restrictions through, for example through, by-laws provisions, partnership agreements, or charter requirements for cumulative voting rights or otherwise that prevents the minority and women owners, without the cooperation or vote of any owner who is not a minority or women for making a business decision of the firm.
- h) If the owners of the firm who are not minorities or women are disproportionately responsible for the operation of the firm, then the firm is not controlled by minorities and shall not be considered as MWBE within the meaning of the definition. Where the actual management of the firm is contracted out to individuals other than the owner, those person who have the ultimate power to hire and fire the managers, can, for the purpose of this
- i) The certification application was submitted incomplete.

How to Apply

- Applications and additional information are available by calling the Office of Minority and Women Business Enterprise at (302) 739-4206 or visiting the web site www.state.de.us/omwbe
- Complete an application for certification and provide required documentation (ethnic status of minority owner(s), financial records, on-going business activity, etc.)
- Provide access to its business facilities and key personnel for state certification on-site visit.

WHERE TO APPLY:

Submit completed applications to:
Office of Minority and Women Business Enterprise
Haslet Armory
122 William Penn Street
Dover, DE 19901

Frequently Asked Questions

Q: Does certification cost money?

A: No

Q: Are there any set asides for MWBEs?

A: No

Q: Does my certification expire?

A: At the end of three years from original certification date.

Q: Will I be notified of all procurement opportunities?

A: No, however, the OMWBE will continue to research bid opportunities and assist in your effort. We are consistently working on ways to improve communication but strongly encourage you to visit the respective resources.

Q: What is the best way to communicate with the OMWBE?

A: Email. Please check your email daily for procurement opportunities.

Q: Do I have to register with any other agency?

A: Yes. There are multiple agencies that have their own bidders list. Please check OMWBE's web site for each respective agency. For example, Government Support Services and the Department of Technology and Information have vendor registration processes.

State of Delaware Minority and/or Women Business Enterprise Application
All completed applications must be returned with the appropriate requested documents listed.

Please type or print clearly

OMWBE use only: Application Date:

Mail application to:
Office of Women and Minority Business Enterprise
Haslet Armory
122 William Penn Street
Dover, DE 19901

If you have any questions regarding the completion of this application, please contact us at (302) 739-4206.

**Note – This section must be filled out in its entirety for the application to be processed.
Incomplete applications will not be processed.**

1. Business Name(s), Contact Information, Federal Employee Identification Number or Social Security Number(EIN/SSN)				
Legal Name of Firm:				
Doing Business As (If applicable):				
Federal E.IN or SSN:		E-Mail Address:		
Address line 1:				
Address line 2:				
City		State	Zip Code	Country
Telephone Number:		Extension:	Fax Number:	
Company Web Site Address:				
Corp <input type="checkbox"/>	LLC* <input type="checkbox"/>	S Corp <input type="checkbox"/>	Partnership <input type="checkbox"/>	LLP** <input type="checkbox"/>
Sole Proprietor <input type="checkbox"/>				
Joint Venture <input type="checkbox"/>				
Date firm was established?				
Date firm began doing business (date of first contract or sale)				

* Limited Liability Corporation

** Limited Liability Partnership

2. Primary owner applicant information				
Name:		Title:		
Home Address:		City:	State:	Zip Code: Country:
Telephone Number:		Extension:	Fax Number:	
E-Mail Address:				
Date owner acquired controlling interest?				
Sex: <input type="checkbox"/> M <input type="checkbox"/> F		Ethnic Group:		
U.S. Citizen or Permanent Resident: <input type="checkbox"/> No <input type="checkbox"/> Yes				

3. Firm is applying as:			
Minority Business Enterprise		Women Business Enterprise	
<input type="checkbox"/> African American	<input type="checkbox"/> Asian American	<input type="checkbox"/> African American	<input type="checkbox"/> Asian American
<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Native American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Native American
<input type="checkbox"/> Subcontinent Asian	<input type="checkbox"/> Other	<input type="checkbox"/> Subcontinent Asian	<input type="checkbox"/> White American
		<input type="checkbox"/> Other	

4. Describe, in detail, what product(s) and/or services your business provides. Attach additional pages and/or the company's catalog or inventory list, if needed.

--

5. Five digit North American Industry Classification System (NAICS) Code(s):
(To assist you in determining your NAICS Code(s) go to www.census.gov/naics)

1.	2.	3.	4.	5.	6.
----	----	----	----	----	----

6. Type of Business		
<input type="checkbox"/> Building trade	<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Other
<input type="checkbox"/> Consultant	<input type="checkbox"/> Supplier	
<input type="checkbox"/> Generalized service	<input type="checkbox"/> Highway Construction	
<input type="checkbox"/> Licensed professional services		

7. Provide the following information for: 1) all business owners, 2) corporate directors (if incorporated), 3) officers, and 4) senior management. If more space is needed, attach additional pages.

Name	Title	Date Appointed	Gender	Ethnicity
Officers of the Company				
Board of Directors				

8. Is any owner or board member of the business, an owner or former owner of another firm engaged in the same or similar type of enterprise?

☐ No ☐ Yes (If yes, identity below)

9. Are there any written, oral, or implied agreements between persons associated in any manner with the firm concerning its ownership and/or operation? (check one) ☐ No ☐ Yes

10. Please list the gross receipts of last two years

(A) Year Ending:	Gross Receipts:
------------------	-----------------

(B) Year Ending:	Gross Receipts:
------------------	-----------------

11. Number of employees

Full time:

Part time:

Seasonal (approximate):

12. List names and titles of persons who perform the following functions. If more than one, indicate what percent each person handles.

	Name	Ethnicity	Gender
Financial Decisions			
Estimating & Bidding			
Negotiating & Contract Execution			
Personnel Management			
Field/Production Operations Supervisor			
Office Management			
Marketing/Sales			
Purchasing of Major Equipment			
Authorized to Sign Company Checks (for any purpose)			

13. Identify persons or firms who provide Legal, Accounting, and Banking services:		
Attorney:		Contact:
Phone:	Fax:	Email:
Address:		
Accountant:		Contact:
Phone:	Fax:	Email:
Address:		
Bank:		Contact:
Phone:	Fax:	
Address:		

14. If the business is a corporation or LLC, please list the following information:
a. Total shares authorized:
b. Total shares issued to date:
c. Are there any restrictions that limit the voting rights of ethnic minority group members, who are shareholders, within the By-laws or Articles of Incorporation, or any other documents? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, please explain below)

15. List the three largest contracts or sales completed by the firm during the last three years. List each customer's name and company or organization, the dollar amount of each contract or sale, and the date completed. If any are subcontracts, provide the name of the firm to which you subcontracted.		
1. Company or Individual:		
Address, City, State:		
Phone:	Fax:	Email:
Description & Amount:		
2. Company or Individual:		
Address, City, State:		
Phone:	Fax:	Email:
Description & Amount:		
3. Company or Individual:		
Address, City, State:		
Phone:	Fax:	Email:
Description & Amount:		

16. Has this firm or other firm(s) owned by any of its current owners or officers ever been denied certification by the OMWBE or any other certifying entity (check one)? ☐ No; ☐ Yes (If yes, provide the name of the certifying organization and the reason(s) given for denial, below. Attach copies of any relevant documents (letters, appeal documents, etc.).)

17. Debarment

Is this company, or any other company owned in full or part by any of this company's owners and/or officers, currently debarred from doing business with the State of Delaware? ☐ No; ☐ Yes.

18. Is the Business certified as a M/W/BE with any other certifying agency? If yes, provide the name(s) of the certifying organization(s), below, and attach letters or other documents verifying such certification.

☐ No ☐ Yes

Name	Date Certified	Expiration Date
a.		
b.		
c.		
d.		
e.		
f.		

19. How did you hear about the Office of Minority and Women Business Enterprise:

<input type="checkbox"/> OMWBE staff speak at an event sponsored by another organization	<input type="checkbox"/> OMWBE staff at a trade show or expo
<input type="checkbox"/> OMWBE's web site	<input type="checkbox"/> Materials published by OMWBE
<input type="checkbox"/> Referred by another organization	<input type="checkbox"/> Referred by the owner of an MBE or WBE
<input type="checkbox"/> Delaware state employee	<input type="checkbox"/> Other, please explain briefly:

Optional Questions

You are not required to answer the following questions and the answers will not affect your company's eligibility for certification. However, the answers will help OMWBE to identify business opportunities that may be suited to your company. Answers may be estimated; exact figures aren't necessary.

For all companies
How many years has your company been conducting business with you as owner?
How many contracts, subcontracts, and/or sales has your company completed during the last 12 months?
What is the largest contract, subcontract, or sale your company completed in the past 24 months?
Has your company done any business with government? <input type="checkbox"/> No; <input type="checkbox"/> Yes
If yes, what level of government (check all that apply): <input type="checkbox"/> Federal; <input type="checkbox"/> State; <input type="checkbox"/> Local
Has your company done any business with government in the State of Delaware? <input type="checkbox"/> No; <input type="checkbox"/> Yes
Number of government contracts, subcontracts, or sales completed (estimate):
For Construction-Related Companies Only (not including suppliers of construction materials)
What is your company's bonding capacity? \$ (indicate "unknown" if you do not know)
What % of your business is direct contracting?
What % of your business is subcontracting?

State of Delaware Minority and/or Women Business Enterprise Affidavit

Hereafter, "the Business" refers to

Business Name

I understand the illegal nature of receiving public or private funds or other property as a consequence of false representation as to the minority status of the business and do herein certify under penalty imposed by Delaware statutes that the information provided is correct and said information herein may be used for the purposes of certifying the business as a Minority and/or Women Business Enterprise. Any false representation will be grounds for denying certification or initiating decertification in the future.

I agree to make available for inspection to the MWBE office any such materials that may be required to substantiate the degree of minority and women ownership and control of the business. I agree to arrange for on-site inspections of the business' facilities in order to verify information provided in this document.

I agree to provide written information relative to any future change in ownership and/or management of the business to the MWBE office within two weeks of the occurrence of the change. I acknowledge that failure to timely submit required change of status documentation might result in the decertification of the business.

I understand that the certification expiration is three years following the initial date of certification. I further understand that the business must apply for recertification prior to the expiration.

Type or Print Name of Owner

Signature of Owner

Date

Title

Subscribed and sworn to before me this _____ day of
_____ a.d.

Month, Year

Signed _____
NOTARY PUBLIC IN AND FOR THE

County of _____

State _____

My Commission Expires _____

Date



